



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City 1116
Tel Nos. 9296626 to 29 ; 9296633 to 35
Website <http://www.denr.gov.ph/> Emailweb@denrgov.ph

MEMORANDUM

TO : THE ASSISTANT SECRETARY
Policy, Planning and Foreign Assisted and Special Projects and
Director, Forest Management Bureau in concurrent capacity

THE DIRECTOR
Environmental Management Bureau

THE ACTING DIRECTOR
Land Management Bureau

THE ACTING DIRECTOR
Mines and Geosciences Bureau

FROM : THE UNDERSECRETARY
Field Operations and Environment

SUBJECT : **1ST TRACER RE: SUBMISSION OF ACCOMPLISHMENT
REPORT ON NEHEMIA AS REMAINING REQUIREMENTS FOR
FY 2020 PERFORMANCE BASED BONUS**

DATE : AUG 13 2021

This pertains to the attached Memorandum dated 09 August 2021 from the Undersecretary for Policy Planning and International Affairs and the Memorandum dated 13 July 2021 of the undersigned regarding the Departments' accomplishment on the implementation of the National Effort for the Harmonization of Efficient Measures of Inter-related Agencies/Program (NEHEMIA). Records show that to date, you have not yet submitted your compliance with the instruction to submit the accomplishment of your respective bureaus on the subject matter.

In connection with this, you are hereby directed to comply with the previous instructions within five (5) days upon receipt hereof.

To facilitate tracking/monitoring of action taken on documents, kindly cite Document Tracking No. DENRCO-PPSPMED-2021-000205 when replying.

For strict compliance.


ATTY. JUAN MIGUEL T. CUNA, CESO I

c.c.

DENR Undersecretary
Policy, Planning, and International Affairs

Director
DENR Policy and Planning Service

MEMO NO. 2021 - 574



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City
Tel. Nos. 929-6626 to 29; 929-6633 to 35
929-7041 to 43; 929-6252; 926-1669
Website: <http://www.denr.gov.ph> / E-mail: web@denrgov.ph

MEMORANDUM

FOR/TO : The Undersecretary for Field Operations and Environment

The Directors
Strategic Communications and Initiatives Service
Financial and Management Service
Administrative Service
Knowledge and Information Systems Service
Legal Affairs Service
Human Resource Development Service

THRU : The Assistant Secretary for Policy, Planning and Foreign-
Assisted and Special Projects and Vice-Chair, Performance
Management Group

FROM : The Undersecretary for Policy, Planning and International
Affairs and Chair, Performance Management Group

SUBJECT : **SUBMISSION OF REMAINING REQUIREMENTS
FOR FY 2020 PERFORMANCE-BASED BONUS (PBB)**

DATE : AUG 09 2021

This refers to Memorandum Circular (MC) No.2020-1 issued by the AO25 Inter-Agency Task Force (IATF) containing the Guidelines on the Grant of the PBB for FY 2020 under Executive Order No. 80, s.2012 and Executive Order No. 201, s. 2016.

We have already submitted to the Task Force the various documents required for eligibility to the PBB 2020, in coordination with the DENR Focal Offices. However, there are still remaining requirements which have to be submitted on or before the prescribed deadline of 31 August 2021. These include: (a) *Form A (Annex 3A) -Department/Agency Performance Report* to indicate our accomplishments on General Administration and Support Services (GASS), Good Governance Conditions (GGC) and Other Cross-Cutting Requirements as of 31 December 2021; (b) *Annex 4-Report on Citizen/Client Satisfaction Survey (CCSS) Results and Agency Best Practice Report*; and (c) *Accomplishment Report on NEHEMIA* (National Effort for the Harmonization of Efficient Measures of Inter-Related Agencies).

FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2019 ACCOMPLISHMENT	FY 2020 ACCOMPLISHMENT	REMARKS
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

TOTAL NUMBER AUDIT RECOMMENDATIONS	NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF RECOMMENDATIONS NOT IMPLEMENTED	PERCENTAGE (%) OF FULL IMPLEMENTATION

C. Compliance with Procurement Requirements

- FY 2020 APP-non CSE Date posted on TS Page: _____
- Indicative FY 2021 APP-non CSE Date posted on TS Page: _____
- FY 2021 APP-CSE Date submitted to DBM-PS: _____
- Result of FY 2019 APCPI System Date posted on TS Page: _____
Date submitted to GPPB-TSO: _____

D. Certification of the Agency's QMS

- Posting of certification on TS Page Date posted on TS Page: _____
- Submission of ISO QMS certification Date submitted to SPIB: _____

II. GOOD GOVERNANCE CONDITIONS (GGCs)

A. Maintain/Update the Transparency Seal

Date updated TS with all requirements: _____

B. Post/Update PhilGEPS Postings

Date updated PhilGEPS postings: _____

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (See Annex 6).

Date submitted the explanation/s: _____

C. Maintain/Update the Citizen's or Service Charter

Date updated Citizen's or Service Charter: _____

III. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN

Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual Date emailed to PCOO: _____
- Agency Information Inventory Date posted on TS Page: _____
Date emailed to PCOO: _____
Date posted on TS Page: _____
- 2020 Summary Report and 2020 FOI Registry Date emailed to PCOO: _____
Date posted on TS Page: _____
- Screenshot of agency's home page Date emailed to PCOO: _____

C. Agency's System of Ranking Delivery Units

Date posted on TS page: _____

Prepared by: _____

Approved by: _____

Name of Officer / Designation / Date

Department Secretary/Agency Head/ Date

CITIZEN/CLIENT SATISFACTION SURVEY¹

I. Rationale

The AO25 IATF aims to continually achieve a government-wide improvement through seamless public service delivery. In achieving this, service quality standards in delivering critical services, doing business with the government, industries, various sectors, and the citizens must be institutionalized across all government agencies.

Measuring and reporting the satisfaction level of citizens/clients that were served in FY 2020 is vital in ensuring that these standards are attained. For FY 2020 PBB, departments/agencies should report the fulfillment of their services through a **Citizen/Client Satisfaction Survey (CCSS)** report. This shall generate verifiable data and tangible evidence to assist agencies determine the effectiveness of implemented streamlining and process improvements through identified indicators or service dimensions that were identified by the agencies and citizens/clients they serve.

II. Guide in conducting the Citizen/Client Satisfaction Survey

Departments/agencies are encouraged to observe the following procedures in conducting the CCSS:

1. Data Gathering Methodology

The agency should select the data collection methodology/ies deemed as the most efficient and effective way of gathering citizen/client feedback.

2. Respondents Criteria

The set characteristic of the respondent/s must be clearly identified by the departments/agencies to properly represent the citizens/clients served for each service, and to collect accurate data.

3. Survey Sampling Coverage

Departments/agencies should ensure that the sampling coverage of the CCSS would best represent the total population of its citizens/clients served for each service. It is important to note that the sampling frame should be able to accurately capture all units in the target population to avoid under coverage and/or over coverage. The total sample respondents will be compared with the data on the total citizens/clients served provided by the agency for statistical comparability.

4. Sampling Procedure

A systematic random sampling is the preferred sampling procedure. Due to budget and time constraints, departments/agencies may set a limit on the sample size of the CCSS.

5. Survey Instrument/Questionnaire

Departments/agencies should develop survey instruments fit for each of its services. A lean and harmonized measurement tool for citizen/client satisfaction may be used. Government agencies can customize their tool for relevance and effectiveness and for measuring the

¹ Clarification on the Issued Annex 4 of the AO 25 IATF's Memorandum Circular No. 2020-1.

Table 3:

Not at all important	Slightly important	Moderately important	Important	Very important
1	2	3	4	5

Table 4:

Not at all effective	Slightly effective	Moderately effective	Very effective	Extremely effective
1	2	3	4	5

6. Data Analysis

The results of the survey shall be analyzed by service, and by applicable service quality dimensions. Departments/agencies shall also report the **overall agency rating in the service quality dimensions and the overall agency citizen/client satisfaction score.**

Service Quality Dimension	Score by Critical Service	Score in All Services
1. Responsiveness		
2. Reliability (Quality)		
3. Access & Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		
8. Outcome		
Overall Score		

Other segments that may be included in the analysis are:

- By type of citizen/client served:
 - General Public
 - Government Employees
 - Businesses/Organizations
- By area (depending on the area coverage):
 - Total Luzon
 - Total Visayas
 - Total Mindanao
- By region/field office
- Respondent profile
 - Gender
 - Age/Age Group

Service improvement shall also be drawn from the results of the survey and an appropriate action plan should be identified. Furthermore, the results of the 2020 survey should be compared to the CCSS results of 2019 for continuity, as appropriate.